

Having Problems Connecting to the BMS?

A. I cannot log in to the BMS:

If you used your Favorites link and you sign-in and get “page cannot be found”, try this: Open a new browser window. Type or copy the following into the address bar: <https://bms.sc.egov.usda.gov>. Apparently eAuth is reset or something is causing the URL to change, if the address starts as: <https://pws.....>

Permanent solution is to go to Favorites, right click on BMS (or other name you use under Favorites), click on properties, and correct the url.

B. When I try to register myself in the BMS, I get a blank screen. There are several possible reasons:

1. Did you use your eAuth ID/PWD? If you do not have one, please get one by going to <http://www.eauth.egov.usda.gov/eauthCreateAccount.html> and follow the steps outlined in C.
2. You are using a browser that is not java enabled. BMS works best using Internet Explorer (IE)
 - a. If you are using something else, you will need to have java enabled, please follow help instructions for that browser.
 - b. Using IE - please enable Java. Go to: Tools, Internet Options, Advanced, about the middle is Java Console or Java Sun please make sure one or both are checked.
 - c. You are not using Internet Explorer - please use this browser - it does not work well with other browsers.

Once you have created your eAuth account and are still experiencing problems accessing your account, please note the problem or message displayed and email this information to the ITS Service Desk at eAuthHelpDesk@ftc.usda.gov or 800-457-3642.

C. I don't have an ID or PWD for log into the BMS or my old BMS ID/PWD doesn't work.

To Login, the BMS uses the USDA eAuthentication (eAuth) system, which is used by many USDA agencies to enable customers to obtain accounts that will allow them to access USDA Web applications and services via the Internet. The old BMS ID/PWD will not work.

Step 1:

For those without an eAuth ID, please apply for an USDA eAuthentication Account by visiting the [Create An Account Page \(http://www.eauth.egov.usda.gov/eauthCreateAccount.html\)](http://www.eauth.egov.usda.gov/eauthCreateAccount.html). You will need to apply for a Level 1 Access ONLY (this process may take up to a week to complete).

Step 2:

Registered to use the BMS by this office. Login into the BMS using <https://bms.sc.egov.usda.gov/>, then on the left-hand side, click-on Registration, fill out form with the requested information, using your official EZEC/CC/REAP designation name in the Community box. Once this registration request is received and you have been verified to use the BMS, an email will be sent notifying you that you can now use the BMS.

Please note that USDA eAuthentication does not have a mechanism to issue accounts to businesses, corporations or other entities.

For problems with eAuth, please note the problem or message displayed and email this information to the ITS Service Desk at eAuthHelpDesk@ftc.usda.gov or 800-457-3642.